CIT Customer Satisfaction Survey - Fall 2010

Welcome to the Center for Information Technology's (CIT) Customer Satisfaction Survey. CIT would like your opinions on the following CIT service areas, so we can identify improvements and provide better support to our customers:

Messaging Services (e.g., Email, BlackBerry, Outlook Web Access (OWA), Office Communicator Service (OCS), NIH Listserv and Anti-SPAM)
Telecommunications
Wireless and Remote Access Services
Collaboration Services (e.g., VideoCast/Podcast, Web Collaboration and Video Conferencing)
NIH Enterprise Applications (e.g., Integrated Time and Attendance System (ITAS), nVision/NIH Business Intelligence System (NBIS), NIH Enterprise Directory (NED), NIH Enterprise Ethics System (NEES) and NIH Intramural Database (NIDB)

Be assured that your individual responses and your participation in this survey will be kept strictly confidential. Results will be analyzed in aggregate form only. If you have any questions, please contact the CIT Communications Office or phone 301-496-6203.

Thank you in advance for your feedback.

Section I - NIH Messaging Services

1. Of the messaging services, email is the most widely used . While in the office, which email client do you use on a regular basis?

        Microsoft Outlook

        Outlook Web Access (OWA)

        POP

        Eudora

        Thunderbird

        Pine

        Other (please specify)

Section I - NIH Messaging Services

2. You selected Microsoft Outlook as your primary email client.

	Level of Satisfaction	Comments
How satisfied are you with the mail box storage?		

Section I - NIH Messaging Services

3. You selected Outlook Web Access (OWA) as your primary email client. Please let us know which internet provider you use.

> Internet Explorer
> Firefox
> Safari
> Chrome
> Opera
> Other (please specify)

Section I - NIH Messaging Services

4. For each service you use, please rate the following:

	Frequency of Use	Level of Satisfaction	Comments
Central/Corporate Email Services			
BlackBerry Services			
NON-BlackBerry Mobile Services (e.g. iPhone)			
Instant Messaging using Office Communicator Service (OCS)			
Instant Messaging using Jabber			
Outlook Web Access (OWA)			
NIH Listserv			
NIH Central Fax Service			

	Frequency of Use	Level of Satisfaction	Comments
Secure Email File Transfer (SEFT)			
Anti-SPAM			

5. Which of the following additional messaging services, if any, have you used? (Check all that apply.)

    Central/Corporate Email Services
    BlackBerry Services
    NON-BlackBerry Mobile Services (e.g. iPhone)
    Instant Messaging using Office Communicator Service (OCS)
    Instant Messaging using Jabber
    Outlook Web Access (OWA)
    NIH Listserv
    NIH Central Fax Service
    Secure Email File Transfer (SEFT)
    Anti-SPAM

Section I - NIH Messaging Services

6. How often do you use the service(s)?

7. How satisifed are you with the service(s)?

8. Comments

Section I - Messaging Services

9. For work-related emails, which mobile device do you use for email on a regular basis? (Check all that apply.)

BlackBerry
iPhone
Windows Mobile
Android/Droid
Do not use one
Other (please specify)

10. Overall, how satisfied are you with the messaging services provided by CIT?

11. Comments

Section II - Telecommunications

12. Please rate your level of satisfaction regarding NIH's telephone service and features. The NIH telephone service is the landline that is in your office or workspace, and does not include other telephone services such as cellular/mobile telephones.

	Level of Satisfaction
The NIH telephone service and features (e.g., telephone device, voicemail, call forwarding, intercom/conference, caller ID).	
The response time for NIH telephone service requests (e.g., adding a new telephone service, moving an existing telephone set, moving an existing phone number).	
The level of customer service provided by the NIH telephone service support staff.	
The availability of the NIH telephone service (e.g., available or functioning to the degree necessary for you to accomplish your work).	

13. Comments

Section III - Wireless and Remote Access

14. The NIH Wireless Network service provides data network connectivity in most NIH buildings and accommodates mobile computing for devices such as laptops. The most typical use of this service is to provide data network connectivity in locations such as conference rooms.

The NIH Remote Access service allows NIH employees to connect to the NIH data network from an off-site location to access NIH resources, typically while teleworking or on business travel.

Please rate the following:

	Frequency of Use?	Level of Satisfaction?	Comments
NIH Wireless Network service			
NIH Remote Access service			

Section IV - Collaboration Services

15. CIT provides three Collaboration Services that enables the NIH community to interact with people world wide:

   VideoCasting & Podcasting: Enables sending presentations as live, streaming video, then archived in a form that allows the viewer to rewind, fast forward, and pause the video. Podcast files can be downloaded and viewed offline on a computer or portable media player.
   NIH Web Collaboration using Connect: Allows you to hold virtual meetings and share documents, images, and video online with colleagues or collaborators across the globe, without the high costs and scheduling difficulties of travel.
   Video Conferencing: Allows people to attend meetings held in another location by sending a real-time TV-style signal between two or more rooms.

Please rate the following:

	Frequency of use	Service Availability	Ease of Use	Level of Satisfaction
VideoCast/Podcast				
Web Collaboration (Connect)				
Videoconferencing				

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   NIH Web Collaboration using Connect: Allows you to hold virtual meetings and share documents, images, and video online with colleagues or collaborators across the globe, without the high costs and scheduling difficulties of travel.
   Video Conferencing: Allows people to attend meetings held in another location by sending a real-time TV-style signal between two or more rooms.

Which of the following collaboration services, if any, have you used? (Check all that apply.)

   VideoCast/Podcast
   Web Collaboration (Connect)
   Video Conferencing

Section IV - Collaboration Services

17. How often do you use these services?

18. Is the service available?

19. Is the service easy to use?

20. How satisfied are you with the service?

Section IV - Collaboration Services

21. How do you determine which Collaborative tool (VideoCast, Web Collaboration or Video Conference) to use for an event or meeting? (Check all that apply.)

Contact the NIH IT Service Desk
Visit the CIT Video Web page
Email the CIT Video Team
Access the Decision tool (http:/video.nih.gov/decisiontool/index.aspx)
Rely on NIH staff recommendations
Other (please specify)

22. Which of the following VideoCast service enhancements, if any, would you like to see in the future? (Check all that apply.)

Availability of Flash, RealTime, QuickTime, and/or Windows Media
Keyword searching
View NIH VideoCasts via a mobile device
View live streaming videos via a mobile device
View PowerPoint presentations in a separate window within a VideoCast
Access PowerPoint presentations as an attachment to a VideoCast
View Closed Captioning in a separate window within a VideoCast
Other (please specify)

23. Comments

24. Have you viewed any VideoCasts within the past year?

Yes
No

Section IV - Collaboration Services

25. Of the videos you've viewed, please rate the following:

Speed of video presentation (streaming)	
Voice clarity	
Closed captioning	
Handouts (e.g. slides, flip charts)	

26. If you have presented and stored a VideoCast, would you like it to be available on NIH YouTube?

       Yes

       No

       It would depend on the video

27. Comments

Section V - NIH Enterprise Applications

28. Enterprise Applications provide full life-cycle application services for creating, designing, and managing applications and address a specific set of processes or functionality, and a single instance of the application is simultaneously used by multiple NIH Institutes and Centers.

Please rate your level of satisfaction of the following NIH Enterprise Applications that you use:

	Capability and functionality of the system	Service availability	The speed with which your transaction/ information is processed	Ease of use
ADB/CAS (Administrative Database/Central Accounting System)				
HRDB (Human Resources Database)				
ITAS (Integrated Time and Attendance System)				
nVision/NBIS (NIH Business Intelligence System/Data Warehouse)				
NED (NIH Enterprise Directory)				
NEES (NIH Enterprise Ethics System)				
NIDB (NIH Intramural Database)				

29. Enterprise Applications provide full life-cycle application services for creating, designing, and managing applications and address a specific set of processes or functionality, and a single instance of the application is simultaneously used by multiple NIH Institutes and Centers.

Which of the following application services, if any, have you used? (Check all that apply.)

       ADB/CAS (Administrative Database/Central Accounting System

       HRDB (Human Resources Database)

       ITAS (Integrated Time and Attendance System)

       nVision/NBIS (NIH Business Intelligence System/Data Warehouse)

       NED (NIH Enterprise Directory)

       NEES (NIH Enterprise Ethics System)

       NIDB (NIH Intramural Database)

Section V - NIH Enterprise Applications

30. How satisfied are you with the capability and functionality?

31. How satisified are you with service availability?

32. How satisfied are you with the speed in which your transaction/information is processed?

33. How satisfied are you with the ease of use?

34. Comments

Demographics

35. Which Institute or Center (IC) are you with?

36. Are you a Federal employee or contractor?
     Federal employee
     Contractor

37. Please select the role that best describes your position, and how long you have worked at the NIH.

	Less than 1 year	1 - 5 years	5 - 10 years	10 - 15 years	15 - 20 years	20+ years
Scientific						
Administrative						
Technical						
Other						

38. If you selected "Other", please specify your role.